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Should I submit emergencies using CitySend?

No. Although CitySend is a great tool for most requests, it isn't intended for reporting emergency issues that need to be addressed immediately. If the issue you are reporting is a public safety emergency, please call 911. If the issue you are reporting is a water or sewer emergency, please call 903-236-3030.

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Can I create a new report using my tablet device, such as an iPad?

Yes! However, many tablet devices don't have a true GPS and instead use Wi-Fi triangulation, which pulls location based on the number of mapped wi-Fi hotspots. This setup can result in less accurate location information in certain areas. Always before submitting a report, a user must confirm the location. During this step, the user can correct inaccurate location information captured by the device hardware. [Back to Top](#)

Can I enter a service request / report without adding a media file, such as a photo, video or audio file?

Currently the mobile app requires users to upload a media file. However, you can report issues without uploading a file using the online request form LongviewTexas.gov/citysend. [Back to Top](#)

Can I use my digital camera to file a new report?

Yes! You'll need to upload the digital photos directly through the online version at LongviewTexas.gov/citysend. [Back to Top](#).

Does this app work for requests outside of the city limits of the City of Longview?

No, the CitySend app and online service request system is designed specifically for City of Longview issues and requests. However, the app is powered by a program called CitySourced, which provides tools and services for locations across the country. To learn more about their other mobile and online reporting tools, visit CitySourced.com [2] [Back to Top](#).

How can I check the status of a report I created?

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When an issue is reported, your report goes right into the City's work management system and is distributed to the appropriate department for resolution. When the issue is updated in the City's work management system, you can see the update right away on the MyReports Tab within the mobile app. To view the status of submitted reports online, visit the CitySend-Recently Reported Issues page on LongviewTexas.gov. Please note, that only recently reported issues will be displayed. Please note: Some requests, especially those filed under the "other" category, may not fit neatly into the existing work management system. As such, there may be some delay or gap in reports displaying resolution. [Back to Top.](#)

How can I view all issues reported using CitySend within Longview?

On the mobile app, click on the "My City" tab to show all the recent reports. To view the status of submitted reports online, visit the CitySend-Recently Reported Issues page on LongviewTexas.gov. Please note, that only recently reported issues will be displayed. It should be noted that the map only shows those items that are reported using CitySend. Requests that were submitted over the phone, in person, or by letter will not be displayed. [Back to Top.](#)

Can users be removed from the system for abuse?

Yes, users that are abusing the system by uploading inappropriate content can be blacklisted. [Back to Top.](#)

What happens if I don't have cell service / coverage but want to report something?

Cell service is required to submit a request using the mobile app. However, the mobile app allows users to store reports and send them once mobile access is restored. [Back to Top.](#)

What if the GPS malfunctions?

GPS units in phones can vary in their speed and accuracy. Generally newer phones have no problem locking in to a GPS signal. However GPS is usually best when you have line of sight to a sky. Therefore, you may have problems with GPS when inside buildings with certain devices. However, the app supports offline reporting and manually entering your location. Therefore, a poor GPS signal will not prevent you from submitting a report. [Back to Top.](#)

Does CitySend use either SMS or MMS to transfer information?

No, the app only uses the data service provided by mobile carrier. The data sent per report is, on average, much less than your average web page. [Back to Top.](#)

How is my contact information stored?

The mobile app prompts a user to provide First Name, Last Name, and Email Address. A user only has to provide this information once and it is then stored within the app. Users may still submit reports anonymously by selecting this option in the Settings menu. Go to the 'More' Tab, select the 'Settings' menu, and check the box marked 'Report Anonymously'. Any information, such as personal information or location is only used for reporting purposes. CitySourced, the app that powers CitySend, states that they will never sell your information for commercial purposes.

For additional information about the City of Longview privacy policy, [please click here](#) [3]. [Back to Top.](#)

Can I enter a service request / report anonymously?

Yes, however, providing contact information is encouraged to allow for quicker follow-up and resolution to the submitted issue. To report anonymously, in the mobile app go to the 'More' Tab and select the 'Settings' Option. In the 'Settings' window, make sure that the "Send Reports Anonymously" checkbox is checked.. [Back to Top.](#)

Does CitySend track my location?

Whenever you open and interact with the CitySend app on your mobile device, the location information from your mobile device is used to tailor the experience to your current location. This information is NOT published or shared with others. The app saves that specific location information until the next time you do something in the app, at which time the old location information is deleted from your mobile device

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and replaced with your most recent location information. Your location data is only shared when you decide to proactively report an issue. [Back to Top.](#)

How can I let others know about CitySend?

Please help spread the word about the CitySend Service Request System. You can [download a CitySend flyer](#) [4] to distribute to your friends and neighbors. City staff are also available to provide presentations to groups. For more information, contact 903-237-1041. [Back to Top.](#) [1]

How do I get support for CitySend?

Support for CitySend is available through the Geographic Information Systems Department during regular office hours. Contact 903-237-1041 or email gis@longviewtexas.gov [5]. [Back to Top.](#)

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Links:

[1] <http://www.longviewtexas.gov/edit%23Top>

[2] <http://citysourced.com>

[3] <http://longviewtexas.gov/disclaimer>

[4] <http://www.longviewtexas.gov/sites/default/files/files/CitySend/CitySend%20flyer.pdf>

[5] <mailto:gis@longviewtexas.gov>